

## STATE OF NEW HAMPSHIRE HUMAN RESOURCES

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**CLASSIFICATION:** TECHNICAL SUPPORT SPECIALIST III

**Class Code:** 9317-25

**Date Established:** 04-01-74

**Occupational Code:** 9-3-4

**Date of Last Revision:** 12-28-01

**BASIC PURPOSE:** To apply theory and testing procedures in evaluating computer operating, communications, networking, and data base management systems and related hardware, software and technical data.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

- Maintains, monitors and evaluates computer systems performance to resolve service interruptions.
- Provides and directs user training in various computer system functions to ensure proper performance.
- Tests and installs computer systems, including upgrading current software and associated utilities.
- Makes recommendations for updating or modifying network communications systems.
- Performs diagnostic troubleshooting of operating systems problems as they relate to user applications.
- Resolves systems problems and issues as they occur.

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**DISTINGUISHING FACTORS:**

**Skill:** Requires skill in developing formats and procedures for special applications OR in investigating and reviewing the use of equipment and data for a specialized function.

**Knowledge:** Requires logical or scientific understanding to analyze problems of a specialized or professional nature in a particular field.

**Impact:** Requires responsibility for achieving major aspects of long-range agency objectives by planning short- and long-term organization goals, reviewing recommendations for procedural changes, and developing or revising program policies. Errors at this level result in incorrect decisions at an administrative level, and are detected subsequent to implementation in an overall evaluation process.

**Supervision:** Requires partial supervision of programs OR other employees doing work which is related or similar to the supervisor, including assigning job duties, providing training, giving instructions and checking work.

**Working Conditions:** Requires performing regular job functions in a controlled environment with minimal exposure to disagreeable job elements and little risk of hazard to physical or mental health.

**Physical Demands:** Requires medium work, including continuous strenuous activities such as frequent reaching, bending, or lifting as well as performing work activities which require fine manual dexterity or coordination in operating machines or equipment.

**Communication:** Requires reviewing summaries and reports and recommending decisions to solve problems or to achieve work objectives as well as articulating and expressing those solutions and goals. This level also requires formal presentations of solutions and goals to employees and the general public to increase the responsiveness of the agency toward the demands of its client system.

**Complexity:** Requires evaluating a combination of wide-ranging job functions to determine work procedures, to solve problems, and to reach conclusions by applying analytical, technical, or scientific thinking. This level also requires planning policies and long-term strategies, drawing conclusions based on available criteria, and evaluating the effectiveness of program objectives.

**Independent Action:** Requires independent judgment in planning and evaluating work procedures and in supervising the development of professional, technical and managerial standards under administrative direction and according to broad departmental guidelines.

**MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree from a recognized college or university with major study in mathematics, computer science, business administration, or a related degree field with at least fifteen (15) credit hours in the field of computer science. Each additional year of approved formal education may be substituted for one year of required work experience.

**Experience:** Three years' experience in computer programming or design, two years of which shall have involved the support and maintenance of a software operating system. Each additional year of approved work experience may be substituted for one year of required formal education.

**License/Certification:** None required.

**RECOMMENDED WORK TRAITS:** Knowledge of current computer hardware and software development. Knowledge of current communication hardware and software development. Knowledge of data base management techniques and developments. Ability to make oral and written reports. Ability to establish and maintain effective working relationships with associates and personnel of user agencies. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

**DISCLAIMER STATEMENT:** This class specification is descriptive of general duties and is not intended to list every specific function of this class title.

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Last Updated 08/12/02  
URL: [http://www.nh.gov/hr/classspec\\_t/9317.htm](http://www.nh.gov/hr/classspec_t/9317.htm)

## SUPPLEMENTAL JOB DESCRIPTION

Classification: Technical Support Specialist III

Function Code:

Position Title: Technical Support Specialist III

Date Established:

Position Number:

**Scope of Work:** Works under the general direction of the deputy director of PMC; assists with problem resolution for desktop operating and maintenance functions; provides desktop related troubleshooting, performs hardware and software installations and upgrades and assists in the management and completion of projects as assigned.

- Assist, train and mentor PMC employees in technical matters associated with personal computer hardware, software and related peripherals.
- Set up and install software, hardware and related peripherals as needed.
- Identify problem issues and resolve.
- Clean, inspect and routinely maintain personal computers and related peripherals.
- Develop non-critical data-bases to assist staff in tracking inventory, fuel usage and related data; develop PDF (Portable Document Forms) that can be completed online.
- Make recommendations for updating or modifying network communications systems.
- Insure agency passwords are current, correct and in compliance with agency protocols.
- Update and maintain agency telephone system.
- Maintain agency electronic hardware; paper-folder, hand-scanners, digital cameras, projector, etc.
- Work with off-site computer programmer for integration of upgrades and related software collaboration.

**MINIMUM QUALIFICATIONS:** See class specification for appropriate minimum qualifications.

**License/Certification:** Must be eligible to hold a valid New Hampshire driver's license and have access to transportation for use in statewide travel.

**SPECIAL REQUIREMENTS:** Position requires working knowledge of Windows desktop operating systems and use of Windows –based application software in a network environment; maintains proficiency with relevant desktop technology in the use of personal computer software and hardware products, tools, and support; effectively and proactively communicates issues and concerns to direct supervisor in a timely manner; identifies and recommends constructive resolutions; proven ability to function independently in a multitasked environment; strong analytical skill.

Temporary schedule changes or off hours work (non-business hours), including overtime, may be required to allow for planned installations and upgrades or for other work that cannot be done without major disruption to users and network systems within core business hours. In-State travel may be required.

**DISCLAIMER STATEMENT:** The supplemental job description lists the essential functions of the position and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed on the supplemental job description provided that such duties are characteristic of that classification.

**SIGNATURES:**

I have reviewed the content of this supplemental job description with my supervisor.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date Reviewed

Supervisor's Name and Title: Sudhir Naik - Administrator III

I have discussed the work responsibilities outlined by this supplemental job description with the above employee.

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date Reviewed

\_\_\_\_\_  
Division of Personnel

\_\_\_\_\_  
Date Approved